

# DMH Satisfaction Survey Results

## Consumer Satisfaction - 2000

Division of Alcohol and Drug Abuse/Division of Comprehensive Psychiatric Services - Community Services only

### Demographics

		Total Served <sup>a</sup>								
		2000 Total ADA/CPS	1999 Total ADA/CPS	1998 Total ADA/CPS	2000 Total ADA	1999 Total ADA	1998 Total ADA	2000 Total CPS	1999 Total CPS	1998 Total CPS
SEX	Male	49.3%	46.7%	48.8%	59.9%	44.4%	55.1%	46.2%	47.3%	47.6%
	Female	50.7%	53.3%	51.2%	40.1%	55.6%	44.9%	53.8%	52.7%	52.4%
RACE	White	77.8%	76.0%	76.3%	68.4%	66.7%	67.2%	80.6%	78.6%	77.8%
	Black	19.9%	21.9%	22.3%	30.0%	31.7%	31.2%	17.0%	19.1%	19.9%
	Hispanic	0.4%	0.1%	b	0.3%	.4%	.4%	.5%	b	b
	Native American	0.3%	0.0%	b	0.4%	.5%	.5%	.3%	b	b
	Pacific Islander	0.1%	-	-	0.2%	-	-	c	-	-
	Other	1.5%	0.9%	1.4%	0.8%	.7%	.6%	1.6%	2.3%	1.5%
AGE	0-17	13.1%	11.7%	12.4%	10.7%	5.9%	6.4%	13.8%	13.4%	13.2%
	18-49	68.8%	68.9%	65.8%	84.7%	88.5%	88.0%	64.1%	63.3%	63.6%
	50+	18.1%	19.4%	21.8%	4.6%	5.6%	5.6%	22.1%	23.3%	23.2%

<sup>a</sup> The Total Served represents demographics based on the number of people served in April 2000 according to DMH billing records.

<sup>b</sup> The state classified Hispanic and Native American in the "other" category for 1998 and 1999.

<sup>c</sup> The state classified Pacific Islander in the "other" category for 2000.

# Demographics

		<i>Total Survey Returns <sup>a</sup></i>								
		2000 Total ADA/CPS	1999 Total ADA/CPS	1998 Total ADA/CPS	2000 Total ADA	1999 Total ADA	1998 Total ADA	2000 Total CPS	1999 Total CPS	1998 Total CPS
<b>SEX</b>	Male	47.6%	46.2%	49.6%	59.8%	55.3%	63.1%	41.3%	40.6%	42.3%
	Female	52.4%	53.8%	50.4%	40.2%	44.7%	36.9%	58.7%	59.4%	57.6%
<b>RACE</b>	White	80.0%	76.3%	78.3%	72.3%	66.5%	70.9%	84.0%	82.4%	82.3%
	Black	15.3%	19.1%	17.3%	21.9%	29.7%	24.2%	11.9%	12.4%	13.5%
	Hispanic	1.1%	1.0%	1.1%	1.6%	1.1%	1.6%	0.8%	1.0%	.8%
	Native American	1.6%	2.1%	1.9%	1.9%	1.1%	2.2%	1.5%	2.7%	1.8%
	Pacific Islander	0.2%	-	-	0.2%	-	-	0.1%	-	-
	Other	1.8%	1.5%	1.4%	2.1%	1.5%	1.1%	1.6%	1.5%	1.6%
<b>AGE</b>	0-17	9.7%	10.2%	11.3%	13.0%	11.5%	17.5%	8.0%	9.4%	9.3%
	18-49	70.9%	73.1%	69.8%	79.7%	81.9%	74.9%	66.4%	67.6%	65.9%
	50+	19.3%	16.7%	18.9%	7.3%	6.6%	7.6%	25.6%	23.0%	24.9%
<sup>a</sup> The demographic statistics for Survey Returns are based on the survey returns.										

# Sample Size

*Information is based on the number of returned forms  
and the number of people served according to DMH billing records.*

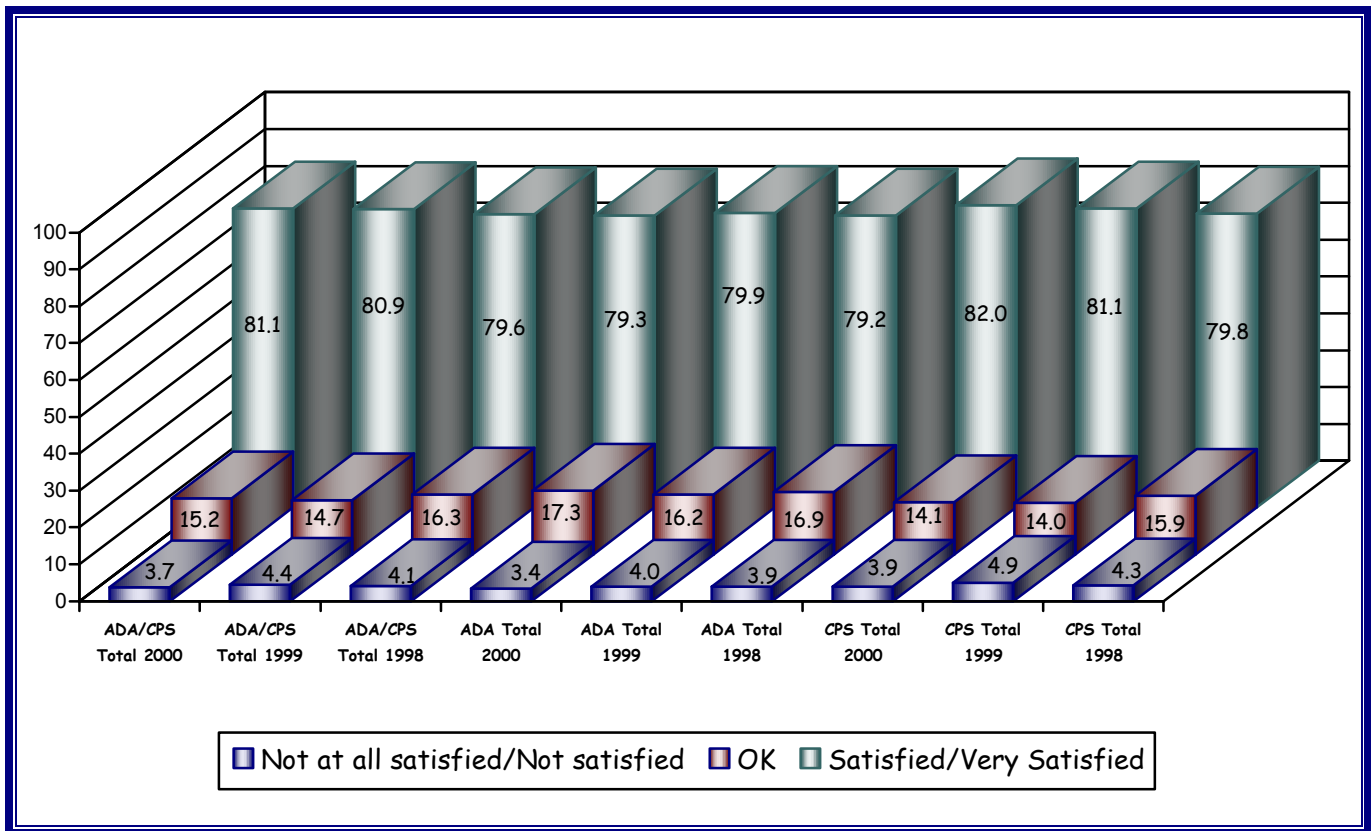
	Number Served	Number Forms Returned	Percent of Served Returned
ADA/CPS Total 2000	32566*	5787	17.8%
ADA/CPS Total 1999	25710	3693	14.4%
ADA/CPS Total 1998	25640	5091	19.9%
ADA Total State 2000	9142*	1972	21.6%
ADA Total State 1999	6559	1419	21.6%
ADA Total State 1998	5489	1796	32.7%
CPS Total State 2000	24637*	3815	15.5%
CPS Total State 1999	19151	2274	11.9%
CPS Total State 1998	20151	3295	15.7%
* Unduplicated Count			

## Services for the Deaf or Hard of Hearing

*The following represents the percentage of affirmative responses for each item. Item 1(a) "Do you use sign language?" reflects the percent of only those who are deaf or hard of hearing who use sign language. Item 1(b) "Did this agency have signing staff?" reflects the percentage of agencies that deaf or hard of hearing consumers identified as having signing staff available for those who use sign language.*

	Total ADA/CPS	Total ADA	Total CPS
1. Are you deaf or hard of hearing?	7.5%	5.2%	8.8%
1(a). If yes, do you use sign language?	10.2%	7.6%	11.0%
1(b). If yes, did this agency have signing staff?	26.0%	17.0%	29.0%
2. Did this agency use interpreters?	7.1%	8.3%	6.5%

# Overall Satisfaction with Services



*Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"*

Some of the key findings were:

- Overall, 81.1% of those served by the Division of Alcohol and Drug Abuse (ADA) and Division of Comprehensive Psychiatric Services (CPS) were "satisfied" or "very satisfied" with their services in 2000. This showed an improvement over the last two years.
- The satisfaction ratings for ADA were similar over the past three years.
- The satisfaction ratings for CPS showed a slight increase this year.

# Satisfaction with Services

How satisfied are you . . .	2000 Total ADA/CPS	1999 Total ADA/CPS	1998 Total ADA/CPS	2000 Total ADA	1999 Total ADA	1998 Total ADA	2000 Total CPS	1999 Total CPS	1998 Total CPS
with the staff who serve you?	4.28 (5589)	4.31 (3620)	4.28 (4945)	4.22 (1915)	4.26 (1391)	4.24 (1755)	4.32 (3674)	4.34 (2229)	4.31 (3190)
with how much your staff know about how to get things done?	4.16 (5525)	4.20 (3591)	4.15 (4917)	4.08 (1911)	4.15 (1393)	4.10 (1754)	4.20 (3614)	4.23 (2198)	4.17 (3163)
with how staff keep things about you and your life confidential?	4.30 (5514)	4.33 (3583)	4.31 (4907)	4.21 (1919)	4.30 (1382)	4.26 (1744)	4.36 (3595)	4.35 (2201)	4.34 (3163)
that your treatment plan has what you want in it?	4.16 (5490)	4.16 (3587)	4.11 (4885)	4.11 (1907)	4.19 (1379)	4.13 (1740)	4.19 (3583)	4.14 (2208)	4.09 (3145)
that your treatment plan is being followed by those who assist you?	4.21 (5459)	4.22 (3576)	4.16 (4885)	4.16 (1898)	4.19 (1383)	4.16 (1734)	4.24 (3561)	4.24 (2193)	4.17 (3112)
that the agency staff respect your ethnic and cultural background?	4.35 (5308)	4.36 (3465)	4.32 (4697)	4.29 (1876)	4.32 (1364)	4.31 (1702)	4.39 (3432)	4.39 (2101)	4.33 (2995)
with the services that you receive?	4.26 (5532)	4.27 (3584)	4.25 (4905)	4.20 (1915)	4.25 (1386)	4.22 (1751)	4.30 (3617)	4.28 (2198)	4.27 (3154)
that services are provided in a timely manner?	4.17 (4988)	4.14 (3611)	4.09 (4937)	4.08 (1373)	4.06 (1394)	4.02 (1752)	4.20 (3615)	4.19 (2217)	4.13 (3185)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The second number represents the number responding to this item.									

## Some of the key findings were:

- Overall, consumers served by the Division of Alcohol and Drug Abuse and Division of Comprehensive Psychiatric Services were satisfied with the services they received in 1998, 1999 and in 2000. All ratings were above a 4.00 ("satisfied").
- The highest satisfaction for each year was that the agency staff respect the consumer's ethnic and cultural background (means of 4.32 in 1998, 4.36 in 1999 and 4.35 in 2000).
- The lowest satisfaction for 1998 and 1999 was with services being provided in a timely manner (means of 4.09 in 1998 and 4.14 in 1999.) In 2000 the lowest satisfaction was with how much staff know about how to get things done and that the treatment plan has what the consumer wants in it (mean of 4.16).

# Satisfaction with Quality of Life

How satisfied are you . . .	2000 Total ADA/CPS	1999 Total ADA/CPS	1998 Total ADA/CPS	2000 Total ADA	1999 Total ADA	1998 Total ADA	2000 Total CPS	1999 Total CPS	1998 Total CPS
with how you spend your day?	3.54 (5492)	3.60 (3535)	3.56 (4768)	3.69 (1904)	3.72 (1390)	3.70 (1738)	3.47 (3588)	3.52 (2145)	3.47 (3030)
with where you live?	3.70 (5468)	3.74 (3532)	3.71 (4769)	3.77 (1885)	3.77 (1387)	3.72 (1729)	3.65 (3583)	3.72 (2145)	3.69 (3040)
with the amount of choices you have in your life?	3.50 (5491)	3.58 (3532)	3.50 (4786)	3.63 (1917)	3.76 (1395)	3.66 (1748)	3.44 (3574)	3.47 (2137)	3.40 (3038)
with the opportunities/chances you have to make friends?	3.63 (5477)	3.70 (3529)	3.63 (4772)	3.82 (1907)	3.88 (1387)	3.86 (1736)	3.53 (3570)	3.59 (2142)	3.50 (3036)
with your general health care?	3.74 (5436)	3.76 (3520)	3.72 (4735)	3.80 (1872)	3.80 (1377)	3.78 (1699)	3.70 (3564)	3.73 (2143)	3.69 (3036)
with what you do during your free time?	3.60 (5477)	3.62 (3521)	3.56 (4770)	3.74 (1897)	3.74 (1381)	3.72 (1737)	3.52 (3580)	3.55 (2140)	3.48 (3033)
How safe do you feel . . .									
in your home?	4.06 (5504)	4.09 (3516)	4.04 (4793)	4.26 (1897)	4.24 (1368)	4.21 (1715)	3.96 (3607)	4.00 (2148)	3.95 (3078)
in your neighborhood?	3.90 (5457)	3.91 (3510)	3.87 (4761)	4.08 (1894)	4.02 (1371)	4.01 (1711)	3.81 (3563)	3.84 (2139)	3.78 (3050)
<p>The first number represents a mean rating.  Scale: (items 9-14): 1=Not at all satisfied . . . 5=Very satisfied.  Scale: (items 15-16): 1=Not at all safe . . . 5=Very safe.  The second number represents the number responding to this item.</p>									

## Some of the key findings were:

- Overall, consumers were less satisfied with their quality of life than the services they received.
- The highest rating for quality of life in 1998, 1999 and in 2000 was how safe the consumers felt in their home (means of 4.04 in 1998, 4.09 in 1999 and 4.06 in 2000).
- The lowest rating for quality of life each year was with the amount of choices they have in their lives (means of 3.50 in 1998, 3.58 in 1999 and 3.50 in 2000).

## Comparison by Gender in Residential and Non-Residential Setting Combined

A comparison was made between the male and female responses to the satisfaction survey. For the items which included both residential and non-resident settings (i.e., the first eight items), females were more satisfied with their services. On the items which included only residential consumers (items nine through twelve), males were significantly more satisfied with their services. For the items that measured satisfaction with quality of life, males reported significantly more satisfaction than females.

How satisfied are you...	Sex		Significance
	Male	Female	
with the staff who serve you?	4.23 (2613)	4.34 (2886)	F(1,5498)=22.40, p<.001
with how much your staff know how to get things done?	4.12 (2583)	4.20 (2852)	F(1,5434)=10.81, p=.001
with how staff keep things about you and your life confidential?	4.26 (2579)	4.35 (2846)	F(1,5424)=12.08, p=.001
that your treatment plan has what you want on it?	4.13 (2565)	4.20 (2835)	F(1,5399)=5.70, p=.017
that the treatment plan is being followed by those who assist you?	4.16 (2554)	4.27 (2817)	F(1,5370)=19.63, p<.001
that the agency staff respect your ethnic and cultural background?	4.28 (2499)	4.43 (2719)	F(1,5217)=39.53, p<.001
with the services you receive?	4.22 (2590)	4.32 (2851)	F(1,5440)=18.27, p<.001
that services are provided in a timely manner?	4.12 (2232)	4.22 (2677)	F(1,4908)=11.20, p=.001
that the staff treats you with respect, courtesy, caring, and kindness? <sup>a</sup>	4.16 (353)	3.90 (184)	F(1,536)=8.37, p=.004
that the environment is clean and comfortable? <sup>a</sup>	4.22 (351)	3.89 (185)	F(1,535)=14.85, p<.001
with the opportunities for exercise and relaxation? <sup>a</sup>	3.62 (347)	3.28 (180)	F(1,526)=8.93, p=.003
that the meals are good, nutritious, and in sufficient amounts? <sup>a</sup>	4.01 (340)	3.42 (178)	F(1,517)=35.06, p<.001
with how you spend your day?	3.60 (2575)	3.49 (2828)	F(1,5402)=16.12, p<.001
with the opportunities you have to make friends?	3.69 (2563)	3.58 (2824)	F(1,5386)=12.84, p<.001
with your general health care?	3.81 (2534)	3.68 (2817)	F(1,5350)=20.25, p<.001
with what you do in your free time?	3.67 (2570)	3.53 (2820)	F(1,5389)=19.11, p<.001
with how safe you feel in your home/agency?	4.13 (2572)	4.01 (2844)	F(1,5415)=16.36, p<.001
with how safe you feel in the neighborhood?	3.96 (2547)	3.86 (2825)	F(1,5371)=10.43, p=.001
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.  <sup>a</sup>Refers to residential consumers only.</p>			

## Comparison by Racial/Ethnic Background in Residential and Non-Residential Settings Combined

A comparison was made of the satisfaction with services items among different racial and ethnic backgrounds. Caucasians were more satisfied with their services than the other racial and ethnic groups. They were more satisfied with where they lived and how safe they felt in the facility or home and neighborhood. African Americans reported the most satisfaction with the amount of choices in their lives.

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with the staff who serve you?(a, b, c)	4.34 (4380)	4.14 (833)	3.80 (61)	4.00 (87)	4.16 (98)	F(4,5458)=16.78, p<.001
with how much your staff know how to get things done?(a, c)	4.20 (4322)	4.07 (832)	3.98 (60)	3.82 (85)	4.04 (96)	F(4,5394)=7.60, p<.001
with how staff keep things about you and your life confidential?(a, c)	4.36 (4321)	4.16 (826)	4.23 (60)	3.94 (84)	4.14 (96)	F(4,5386)=12.05, p<.001
that your treatment plan has what you want on it?	4.18 (4306)	4.09 (815)	3.91 (57)	4.39 (87)	3.96 (95)	F(4,5359)=3.36, p=.009
that the treatment plan is being followed by those who assist you? (a, c, d)	4.25 (4274)	4.12 (820)	4.03 (59)	3.78 (85)	4.04 (94)	F(4,5331)=10.29, p<.001
that the agency staff respect your ethnic and cultural background? (a, c, d)	4.41 (4108)	4.21 (831)	4.19 (58)	3.91 (86)	4.26 (95)	F(4,5177)=17.03, p<.001
with the services you receive?(a, c)	4.31 (4328)	4.15 (830)	4.00 (59)	3.99 (86)	4.09 (96)	F(4,5398)=9.96, p<.001
that services are provided in a timely manner?(a, c)	4.22 (3907)	4.03 (754)	3.96 (47)	3.71 (80)	4.08 (89)	F(4,4876)=11.85, p<.001
with where you live?(a)	3.73 (4278)	3.58 (817)	3.57 (61)	3.44 (86)	3.70 (97)	F(4,5338)=4.20, p=.002
with the amount of choices you have?(d)	3.50 (4291)	3.59 (826)	3.43 (61)	3.18 (84)	3.54 (98)	F(4,5359)=2.98, p=.018
with how safe you feel in this facility? <sup>1</sup>	4.30 (426)	4.15 (80)	3.85 (13)	3.83 (6)	3.40 (5)	F(4,529)=2.83, p=.024
how safe you feel in the neighborhood?(a)	3.95 (4269)	3.74 (816)	3.79 (61)	3.69 (86)	3.91 (98)	F(4,5329)=7.61, p<.001
<p>The first number represents a mean rating.  <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.  <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.  The number in parentheses represents the number responding to this item.  <sup>1</sup>Refers to residential consumers only.  <i>Scheffe Post-Hoc significance at .05 or less.</i>  (a) Interaction between White and Black  (b) Interaction between White and Hispanic  (c) Interaction between White and Native American  (d) Interaction between Black and Native American</p>						



## Comparison by Age in Residential and Non-Residential Settings Combined

Age was divided into three groupings: (1) youth under 18 years of age; (2) young adults from 18 to 49 years of age; and (3) adults over the age of 50 years. Adults were more satisfied with services than the youth. Adults were also more satisfied with how they spent their day and where they lived. Youth, however, were more satisfied with their opportunity to make friends, their general health care, what they did in their free, and how safe their home and neighborhood were.

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you?(a, b)	4.07 (532)	4.31 (3847)	4.36 (1038)	F(2,5416)=20.96, p<.001
with how much your staff know how to get things done? (a, b)	3.99 (524)	4.17 (3813)	4.23 (1016)	F(2,5352)=12.26, p<.001
with how staff keep things about you and your life confidential?(a, b)	4.17 (521)	4.32 (3809)	4.35 (1016)	F(2,5345)=7.16, p=.001
that your treatment plan has what you want on it?(a, b, c)	3.96 (520)	4.16 (3791)	4.30 (1009)	F(5,5319)=14.88, p<.001
that the treatment plan is being followed by those who assist you? (a, b)	3.97 (521)	4.23 (3765)	4.28 (1007)	F(2,5292)=23.09, p<.001
that the agency staff respect your ethnic and cultural background? (b)	4.28 (508)	4.36 (3657)	4.40 (976)	F(2,5140)=3.55, p=.029
with the services you receive? (a, b, c)	4.06 (526)	4.27 (3818)	4.36 (1017)	F(2,5360)=19.97, p<.001
that services are provided in a timely manner?(a, b)	3.95 (429)	4.18 (3409)	4.26 (999)	F(2,4836)=15.63, p<.001
that the staff treats you with respect, courtesy, caring, and kindness? <sup>1</sup> (a, b)	3.78 (88)	4.11 (422)	4.52 (21)	F(2,530)=5.93, p=.003
that the environment is clean and comfortable? <sup>1</sup> (b)	3.88 (88)	4.13 (422)	4.52 (21)	F(2,530)=4.71, p=.009
with how you spend your day?(b, c)	3.43 (484)	3.53 (3825)	3.64 (1015)	F(2,5323)=6.98, p=.001
with where you live?(b, c)	3.63 (481)	3.65 (3806)	3.87 (1013)	F(2,5299)=14.88, p<.001
with the amount of choices you have?(b)	3.37 (480)	3.51 (3823)	3.54 (1020)	F(2,5322)=3.69, p=.025
with the opportunities you have to make friends?(a, c)	3.81 (484)	3.59 (3812)	3.70 (1012)	F(2,5307)=10.91, p<.001
with your general health care?(a)	3.88 (461)	3.71 (3807)	3.75 (1007)	F(2,5274)=4.79, p=.008
with what you do in your free time?(a)	3.74 (485)	3.57 (3813)	3.64 (1016)	F(2,5313)=6.06, p=.002
with how safe you feel in your home/agency?(a, b)	4.26 (490)	4.05 (3826)	4.06 (1023)	F(2,5338)=9.24, p<.001
with how safe you feel in the neighborhood?(a)	4.07 (488)	3.87 (3800)	3.94 (1009)	F(2,5296)=7.85, p<.001

The first number represents a mean rating.

*How satisfied are you?* Scale: 1=Not at all satisfied . . . 5=Very satisfied.

*How safe do you feel?* Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

<sup>1</sup>Refers to residential consumers only.

Scheffe Post-Hoc significance at .05 or less

(a) Interaction between ages 0-17 and 18-49

(b) Interaction between ages 0-17 and 50+

(c) Interaction between ages 18-49 and 50+